<u>LISTING OF THE CLAIMS</u>

The following listing, if entered, replaces all prior versions of the claims in the present application.

1-22.   (Cancelled)

23.   (**Currently Amended**) A method comprising:
<u>receiving an incoming customer support request at a channel driver, wherein</u>
> <u>said channel driver is in communication with a communications</u>
>> <u>channel,</u>
> <u>a media type of said communications channel is one of a plurality of</u>
>> <u>media types, and</u>
> <u>said channel driver is configured to communicate with said</u>
>> <u>communications channel using said media type;</u>

<u>in response to said receiving said incoming customer support request,</u>
> forming a message, wherein
> said forming comprises
>> inserting customer relations management system information ~~and~~
>>> ~~other customer relations management system~~
>>> ~~information~~ into said message, <u>and</u>
>> configuring said message to be ~~pushed from~~ <u>communicated to</u> a
>>> communication server by encoding at least a portion of said
>>> message in a standard format ~~recognized by~~<u>, wherein</u>
>>> <u>said standard format is independent of said media type</u>
>>>> <u>of said communication channel,</u>
>>> <u>said standard format conforms to a data format</u>
>>>> <u>specification,</u>
>>> said communication server and [[a]] <u>said</u> channel
>>>> driver[[,]] <u>are configured to recognize said</u>
>>>> <u>standard format, and</u>

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<u>said data format specification defines a plurality of</u>

<u>interactions between said communication server</u>

<u>and said channel driver;</u>

<u>communicating said message between said communication server and said</u>

<u>channel driver, wherein</u>

<u>said message is configured to transport said customer relations</u>

<u>management system information between said communication</u>

<u>server and said channel driver, and</u>

<u>said communicating is performed according to said data format</u>

<u>specification;</u>

receiving ~~an incoming customer support request~~ <u>said message</u> at said

communication server, wherein

said communication server receives said ~~incoming customer support~~

~~request~~ <u>message</u> from said channel driver ~~in communication~~

~~with a communications channel,~~

~~a media type of said communications channel is one of a plurality of~~

~~media types, and~~

~~said channel driver is configured to communicate with said~~

~~communications channel using said media type,~~

<u>said receiving is performed in a media-independent manner by virtue</u>

<u>of said communication server and said channel driver being</u>

<u>configured to communicate according to said data format</u>

<u>specification, and</u>

<u>said communication server and said channel driver being configured</u>

<u>to communicate according to said data format specification</u>

<u>allows said communication server and said channel driver to</u>

<u>be configured separately;</u> and

causing said communication server to route said incoming customer support

request to an agent, <u>wherein</u>

<u>said communication server is configured to route said incoming</u>

<u>customer support request to said agent by virtue of being</u>

<u>configured to route said customer relations management</u>

<u>system information to a browser coupled to said agent,</u>

said causing routes said incoming customer support request to said agent as a work item,

~~said causing routes said work item using said message,~~

said causing comprises pushing said ~~message~~ <u>customer relations</u>

<u>management system information</u> from said communication

server~~, said pushing is performed~~-in response to said receiving

said ~~incoming customer support request~~ <u>message</u>,

said customer relations management system information comprises at least one of agent information and work item information,

said agent information comprises information regarding ~~said~~-<u>a skill set of</u>

<u>an</u> agent, <u>and</u>

said work item information comprises information regarding ~~said work~~

~~item~~-<u>a task to be performed by said agent</u>;

~~said other customer relations management system information is~~

~~other than said agent information and said work item~~

~~information, and~~

~~said other customer relations management system information~~

~~comprises at least one of a command, a request and a~~

~~notification; and~~

~~communicating said message between said communication server and said~~

~~channel driver, wherein~~

~~said message is configured to transport said customer relations~~

~~management system information and said other customer~~

~~relations management system information between said~~

~~communication server and said channel driver.~~

24.   (Currently Amended) The method of claim 23, ~~wherein~~-<u>further</u>

<u>comprising:</u>

<u>inserting a notification into said message, wherein</u>

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said notification comprises at least one of notification of an event and autonomously provided information.

25.   (Original) The method of claim 24, wherein
said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

26.   (Previously Presented) The method of claim 23, further comprising:
communicating said message from said communication server to a universal queuing system.

27.   (**Currently Amended**) The method of claim 23, further comprising:
forming [[said]] a command, **and**
inserting said command into said message, wherein ~~said other customer relations management system information comprises said command and~~ said command is defined such that a module receiving said message performs an operation.

28.   (**Currently Amended**) The method of claim 23, further comprising:
forming [[said]] a request, **and**
inserting said request into said message, wherein ~~said other customer relations management system information comprises said request and~~ said request is configured to cause a module receiving said message to reply with requested customer relations management system information.

29.   (**Currently Amended**) The method of claim 23, further comprising:
forming [[said]] a notification, **and**
inserting said notification into said message, wherein ~~said other customer relations management system information comprises said notification,~~ ~~and~~ said notification is ~~generated~~ **formed** by a module ~~generating~~ **forming** said message.

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30. (Previously Presented) The method of claim 23, wherein

said message defines a function, and

said function is one of an agent-related function, a work item-related function, a

statistics-related function and an administrative function.

31. (Original) The method of claim 30, wherein

said agent-related function is initiated by one of an AgentLogin command, an

AgentLogout command, an AgentInitAuBWork command, an

AgentAllMediaAvailable command, a ChangeAgentMediaMode

command, a ChangeAgentSkill command, a RequestAgentState request, a

RequestAgentMediaMode request, a RequestSystemState request, a

RequestAgentWorkableList request, a RequestWorkItemAssignment

request, a RequestAgentWorkItemList request and a

RequestAgentMediaState request.

32. (Original) The method of claim 30, wherein

said work item-related function is initiated by one of an AddWorkItem command,

a RequestWorkItemStatus request, an AcceptWorkItem command, a

RejectWorkItem command, a CompleteWorkItem command, a

WrapUpWorkItemResponse command, a WrapCompleteWorkItem

command, an HoldWorkItem command, an UnHoldWorkItem command,

a BlindTransferWorkItemToAgent command, a

TransferWorkItemToAgent command and a TransferWorkItemToRoute

command.

33. (Original) The method of claim 30, wherein

said statistics-related function is initiated by one of a SetChannelStatInterval

command, a SetRouteStatInterval command, a StartAgentStat command, a

StopAgentStat command and a GetSystemStatistics request.

34.   (Original) The method of claim 30, wherein

said administrative function is initiated by one of a UQOpenConnection

command, a UQReopenConnection command, a UQInitRules command, a

UQReplaceRules command and a UQDisconnect command.

35-36. (Cancelled)

37.   (**Currently Amended**) A computer system comprising:

a processor;

computer readable storage medium coupled to said processor; and

computer code, encoded in said computer readable storage medium, configured to

cause said processor to:

receive an incoming customer support request at a channel driver,

wherein

said channel driver is in communication with a

communications channel,

a media type of said communications channel is one of a

plurality of media types, and

said channel driver is configured to communicate with said

communications channel using said media type;

form a message, **in response to said receiving said incoming customer**

support request, wherein

said forming comprises

inserting customer relations management system

information ~~and other customer relations~~

~~management system information~~-into said

message, **and**

configuring said message to be ~~pushed from~~

communicated to a communication server by

encoding at least a portion of said message in a

standard format ~~recognized by,~~ **wherein**

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<u>said standard format is independent of said</u>

<u>media type of said communication</u>

<u>channel,</u>

<u>said standard format conforms to a data format</u>

<u>specification,</u>

said communication server and [[a]] <u>said</u> channel

driver[[,]] <u>are configured to recognize said</u>

<u>standard format, and</u>

<u>said data format specification defines a plurality</u>

<u>of interactions between said</u>

<u>communication server and said channel</u>

<u>driver;</u>

<u>communicate said message between said communication server and</u>

<u>said channel driver, wherein</u>

<u>said message is configured to transport said customer relations</u>

<u>management system information between said</u>

<u>communication server and said channel driver, and</u>

<u>said communicating is performed according to said data</u>

<u>format specification;</u>

~~receiving an incoming customer support request~~ <u>receive said message</u>

at said communication server, wherein

said communication server receives said ~~incoming customer~~

~~support request~~ <u>message</u> from said channel driver ~~in~~

~~communication with a communications channel,~~

~~a media type of said communications channel is one of a~~

~~plurality of media types, and~~

~~said channel driver is configured to communicate with said~~

~~communications channel using said media type,~~

<u>said receiving is performed in a media-independent manner by</u>

<u>virtue of said communication server and said channel</u>

> driver being configured to communicate according to
> said data format specification,
>
> said communication server and said channel driver being
>> configured to communicate according to said data
>> format specification allows said communication server
>> and said channel driver to be configured separately; and
>
> ~~causing~~ cause said communication server to route said incoming customer
>> support request to an agent, wherein
>
> said communication server is configured to route said
>> incoming customer support request to said agent by
>> virtue of being configured to route said customer
>> relations management system information to a browser
>> coupled to said agent,
>
> said causing routes said incoming customer support request to said
>> agent as a work item,
>
> ~~said causing routes said work item using said message,~~
>
> said causing comprises pushing said ~~message~~ customer relations
>> management system information from said
>> communication server, ~~said pushing is performed~~ in
>> response to said receiving said ~~incoming customer~~
>> ~~support request~~ message,
>
> said customer relations management system information comprises
>> at least one of agent information and work item
>> information,
>
> said agent information comprises information regarding ~~said~~ a
>> skill set of an agent, and
>
> said work item information comprises information regarding ~~said~~
>> ~~work item~~ a task to be performed by said agent,
>
> ~~said other customer relations management system information~~
>> ~~is other than said agent information and said work item~~
>> ~~information, and~~

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~~said other customer relations management system information~~
~~comprises at least one of a command, a request and a~~
~~notification; and~~
~~communicate said message between said communication server and~~
~~said channel driver, wherein~~
~~said message is configured to transport said customer relations~~
~~management system information and said other~~
~~customer relations management system information~~
~~between said communication server and said channel~~
~~driver.~~

38.   (Currently Amended) The computer system of claim 37, wherein <u>said</u>
<u>computer code is further configured to cause said processor to:</u>
    <u>insert a notification into said message, wherein</u>
        said notification comprises at least one of notification of an event and
        autonomously provided information.

39.   (Previously Presented) The computer system of claim 38, wherein
said customer relations management system information further comprises at least
        one of queuing information, statistical information, connection
        information and rule information.

40.   (Previously Presented) The computer system of claim 37, wherein said
computer code is further configured to cause said processor to:
        communicate said message from said communication server to a universal
        queuing system.

41.   (Currently Amended) The computer system of claim 37, wherein said
computer code is further configured to cause said processor to:
        form [[said]] <u>a</u> command, <u>and</u>
        <u>insert said command into said message,</u> wherein ~~said other customer relations~~
            ~~management system information comprises said command and~~ said

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command is defined such that a module receiving said message performs an operation.

42.   (**Currently Amended**) The computer system of claim 37, wherein said computer code is further configured to cause said processor to:

form [[said]] <u>a</u> request, <u>**and**</u>

<u>**insert said request into said message,**</u> wherein ~~said other customer relations management system information comprises said request and~~ said request is configured to cause a module receiving said message to reply with requested customer relations management system information.

43.   (**Currently Amended**) The computer system of claim 37, wherein said computer code is further configured to cause said processor to:

form [[said]] <u>a</u> notification, <u>**and**</u>

<u>**insert said notification into said message,**</u> wherein ~~said other customer relations management system information comprises said notification,~~ ~~and~~ said notification is ~~generated~~ <u>formed</u> by a module ~~generating~~ <u>forming</u> said message.

44.   (Previously Presented) The computer system of claim 37, wherein said message defines a function, and

said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

45.   (Cancelled)

46.   (**Currently Amended**) A computer program product comprising:

<u>**a first set of instructions, executable on a computer system, configured to receive an incoming customer support request at a channel driver, wherein**</u>

<u>**said channel driver is in communication with a communications channel,**</u>

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<u>a media type of said communications channel is one of a plurality of media types, and</u>

<u>said channel driver is configured to communicate with said communications channel using said media type;</u>

a ~~first~~ <u>second</u> set of instructions, executable on a computer system, configured to form a message, <u>in response to said receiving said incoming customer support request,</u> wherein

said ~~first~~ <u>second</u> set of instructions comprises

a first subset of instructions, executable on a computer system,

configured to insert customer relations management system information ~~and other customer relations management system information~~ into said message, <u>and</u>

a second subset of instructions, executable on a computer system,

configured to configure said message to be ~~pushed from~~ <u>communicated to</u> a communication server, wherein said second subset of instructions comprises

a first sub-subset of instructions, executable on a computer

system, configured to encode at least a portion of

said message in a standard format ~~recognized by said communication server and a channel driver~~, <u>wherein</u>

<u>said standard format is independent of said</u>

<u>media type of said communication</u>

<u>channel,</u>

<u>said standard format conforms to a data format</u>

<u>specification,</u>

said communication server and [[a]] <u>said</u> channel

driver[[,]] <u>are configured to recognize said</u>

<u>standard format, and</u>

<u>said data format specification defines a plurality</u>

<u>of interactions between said</u>

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<u>communication server and said channel</u>
<u>driver;</u>

<u>a third set of instructions, executable on a computer system, configured to</u>
<u>communicate said message between said communication server and</u>
<u>said channel driver, wherein</u>
<u>said message is configured to transport said customer relations</u>
<u>management system information between said communication</u>
<u>server and said channel driver, and</u>
<u>said communicating is performed according to said data format</u>
<u>specification;</u>

a ~~third subset~~ <u>fourth set</u> of instructions, executable on a computer system,
configured to receive ~~an incoming customer support request~~ <u>said</u>
<u>message</u> at said communication server, wherein
said communication server receives said ~~incoming customer~~
~~support request~~ <u>message</u> from said channel driver ~~in~~
~~communication with a communications channel,~~
~~a media type of said communications channel is one of a~~
~~plurality of media types, and~~
~~said channel driver is configured to communicate with said~~
~~communications channel using said media type;~~
<u>said receiving is performed in a media-independent manner by</u>
<u>virtue of said communication server and said channel</u>
<u>driver being configured to communicate according to</u>
<u>said data format specification, and</u>
<u>said communication server and said channel driver being</u>
<u>configured to communicate according to said data</u>
<u>format specification allows said communication server</u>
<u>and said channel driver to be configured separately;</u> and

a ~~fourth subset~~ <u>fifth set</u> of instructions, executable on a computer system,
configured to cause said communication server to route said incoming
customer support request to an agent, <u>wherein</u>

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said communication server is configured to route said incoming customer support request to said agent by virtue of being configured to route said customer relations management system information to a browser coupled to said agent,

said causing routes said incoming customer support request to said agent as a work item,

~~said causing routes said work item using said message,~~

said causing comprises pushing said ~~message~~ **customer relations management system information** from said communication server~~, said pushing is performed~~ in response to said receiving said ~~incoming customer support request~~ **message,**

said customer relations management system information comprises at least one of agent information and work item information,

said agent information comprises information regarding ~~said~~ **a skill set of an** agent, **and**

said work item information comprises information regarding ~~said work item~~ **a task to be performed by said agent**~~,~~

~~said other customer relations management system information is other than said agent information and said work item information, and~~

~~said other customer relations management system information comprises at least one of a command, a request and a notification; and~~

~~a second set of instructions, executable on a computer system, configured to communicate said message between said communication server and said channel driver, wherein~~

~~said message is configured to transport said customer relations management system information and said other customer relations management system information between said communication server and said channel driver;~~ and

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computer readable storage media, wherein said computer program product is
encoded in said computer readable storage media.

47. (Currently Amended) The computer program product of claim 46,
wherein <u>said computer program product further comprises:</u>

<u>a sixth set of instructions, executable on a computer system, configured to</u>
<u>insert a notification into said message, wherein</u>
said notification comprises at least one of notification of an event and
autonomously provided information.

48. (Previously Presented) The computer program product of claim 47,
wherein

said customer relations management system information further comprises at least
one of queuing information, statistical information, connection
information and rule information.

49. (Currently Amended) The computer program product of claim 46,
wherein said computer program product further comprises:

a ~~third~~-<u>sixth</u> set of instructions, executable on [[said]] <u>a</u> computer system,
configured to communicate said message from said communication server
to a universal queuing system.

50. (Currently Amended) The computer program product of claim 46,
wherein said computer program product further comprises:

a ~~third~~-<u>sixth</u> set of instructions, executable on [[said]] <u>a</u> computer system,
configured to form [[said]] <u>a</u> command, <u>and</u>

<u>a seventh set of instructions, executable on a computer system, configured to</u>
<u>insert said command into said message,</u> wherein ~~said other customer~~
~~relations management system information comprises said command~~
~~and~~ said command is defined such that a module receiving said message
performs an operation.

51.   (Currently Amended) The computer program product of claim 46, wherein said computer program product further comprises:

a ~~third~~ sixth set of instructions, executable on [[said]] a computer system, configured to form [[said]] a request, **and**

a seventh set of instructions, executable on a computer system, configured to insert said request said command into said message, wherein ~~said other customer relations management system information comprises said request and~~ said request is configured to cause a module receiving said message to reply with requested customer relations management system information.

52.   (Currently Amended) The computer program product of claim 46, wherein said computer program product further comprises:

a ~~third~~ sixth set of instructions, executable on [[said]] a computer system, configured to form [[said]] a notification,

a seventh set of instructions, executable on a computer system, configured to insert said notification into said message, wherein ~~said other customer relations management system information comprises said notification, and~~ said notification is ~~generated~~ **formed** by a module ~~generating~~ **forming** said message.

53.   (Previously Presented) The computer program product of claim 46, wherein

said message defines a function, and

said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

54.   (Cancelled)

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55.   (Currently Amended) An apparatus comprising:

a processor;

<u>means for receiving an incoming customer support request at a channel</u>

> <u>driver, wherein</u>

> > <u>said channel driver is in communication with a communications</u>

> > > <u>channel,</u>

> > <u>a media type of said communications channel is one of a plurality of</u>

> > > <u>media types, and</u>

> > <u>said channel driver is configured to communicate with said</u>

> > > <u>communications channel using said media type;</u>

means for forming a message, <u>in response to said receiving said incoming</u>

> <u>customer support request,</u> wherein

> said means for forming said message is communicatively coupled to said

> > processor,

> said means for forming comprises

> > means for inserting customer relations management system

> > > information ~~and other customer relations management~~

> > > ~~system information~~ into said message, and

> > means for configuring said message to be ~~pushed from~~

> > > <u>communicated to</u> a communication server, <u>wherein</u>

> > > <u>said means for configuring comprises a means for</u>

> > > > <u>encoding at least a portion of said message in a</u>

> > > > <u>standard format,</u>

> > > <u>said standard format is independent of said media type</u>

> > > > <u>of said communication channel,</u>

> > > <u>said standard format conforms to a data format</u>

> > > > <u>specification,</u>

> > > <u>said communication server and said channel driver are</u>

> > > > <u>configured to recognize said standard format,</u>

> > > > <u>and</u>

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said data format specification defines a plurality of

interactions between said communication server

and said channel driver;

means for communicating said message between said communication server

and said channel driver, wherein

said message is configured to transport said customer relations

management system information between said communication

server and said channel driver, and

said communicating is performed according to said data format

specification;

means for receiving ~~an incoming customer support request~~ **said message** at

said communication server, wherein

said communication server receives said ~~incoming customer support~~

~~request~~ **message** from [[a]] **said** channel driver ~~in~~

~~communication with a communications channel,~~

~~a media type of said communications channel is one of a plurality of~~

~~media types, and~~

~~said channel driver is configured to communicate with said~~

~~communications channel using said media type,~~

said receiving is performed in a media-independent manner by virtue

of said communication server and said channel driver being

configured to communicate according to said data format

specification, and

said communication server and said channel driver being configured

to communicate according to said data format specification

allows said communication server and said channel driver to

be configured separately; and

means for causing said communication server to route said incoming customer

support request to an agent, **wherein**

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~~said means for configuring comprises a means for encoding at least a~~
~~portion of said message in a standard format recognized by~~
~~said communication server and said channel driver,~~

<u>said means for causing routes said incoming customer support request</u>
<u>to said agent by virtue of being configured to route said</u>
<u>customer relations management system information to a</u>
<u>browser coupled to said agent,</u>

said means for causing routes said incoming customer support request to
said agent as a work item,

~~said means for causing routes said work item using said message,~~

said means for causing comprises means for pushing said ~~message~~
<u>customer relations management system information</u> from said
communication server~~, said means for pushing is configured to~~
~~push said message~~-in response to receipt of said ~~incoming~~
~~customer support request~~ <u>message</u>,

~~said means for pushing is configured to route said message to an agent~~
~~as a work item,~~

said customer relations management system information comprises at least
one of agent information and work item information,

said agent information comprises information regarding ~~said~~<u>a skill set of</u>
<u>an</u> agent, <u>and</u>

said work item information comprises information regarding ~~said work~~
~~item~~<u>a task to be performed by said agent</u>~~,~~

~~said other customer relations management system information is~~
~~other than said agent information and said work item~~
~~information, and~~

~~said other customer relations management system information~~
~~comprises at least one of a command, a request and a~~
~~notification; and~~

~~means for communicating said message between said communication server~~
~~and said channel driver, wherein~~

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~~said message is configured to transport said customer relations~~

~~management system information and said other customer~~

~~relations management system information between said~~

~~communication server and said channel driver~~.

56.   (Currently Amended) The apparatus of claim 55, ~~wherein~~ further

comprising:

means for inserting a notification into said message, wherein

said notification comprises at least one of notification of an event and

autonomously provided information.

57.   (Previously Presented) The apparatus of claim 56, wherein

said customer relations management system information further comprises at least

one of queuing information, statistical information, connection

information and rule information.

58.   (Previously Presented) The apparatus of claim 55, further comprising:

means for communicating said message from said communication server to a

universal queuing system.

59.   (Currently Amended) The apparatus of claim 55, further comprising:

means for forming [[said]] a command, and

means for inserting said command into said message, wherein ~~said other~~

~~customer relations management system information comprises said~~

~~command and~~ said command is defined such that a module receiving said

message performs an operation.

60.   (Currently Amended) The apparatus of claim 55, further comprising:

means for forming [[said]] a request, and

means for inserting said request into said message, wherein ~~said other~~

~~customer relations management system information comprises said~~

~~request and~~ said request is configured to cause a module receiving said

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message to reply with requested customer relations management system information.

61. **(Currently Amended)** The apparatus of claim 55, further comprising:

means for forming [[said]] <u>a</u> notification, <u>and</u>

<u>means for inserting said notification into said message,</u> wherein ~~said other~~
~~customer relations management system information comprises said~~
~~notification, and~~ said notification is ~~generated~~ <u>formed</u> by a module
~~generating~~ <u>forming</u> said message.

62. **(Previously Presented)** The apparatus of claim 55, wherein

said message defines a function, and

said function is one of an agent-related function, a work item-related function, a
statistics-related function and an administrative function.

63-64. (Cancelled)

65. **(Currently Amended)** A method comprising:

<u>receiving a communication from an agent at a communication server,</u>

<u>wherein</u>

<u>said communication from said agent is received in response to a</u>

<u>customer support request,</u>

<u>said communication server is configured to communicate with a</u>

<u>channel driver,</u>

<u>said channel driver is in communication with a communications</u>

<u>channel,</u>

<u>a media type of said communications channel is one of a plurality of</u>

<u>media types, and</u>

<u>said channel driver is configured to communicate with said</u>

<u>communications channel using said media type;</u>

in response to receiving said communication from said agent,

 forming a message, wherein

 said forming comprises

  inserting customer relations management system information

   into said message, wherein

   said customer relations management system

    information comprises at least one of agent

    information and work item information,

   said agent information comprises information

    regarding a skill set of an agent, and

   said work item information comprises information

    regarding a task to be performed by said agent,

    and

  configuring said message to be communicated to said channel

   driver by encoding at least a portion of said message in a

   standard format ~~recognized by a communication server~~

   ~~and a channel driver~~, wherein

   said standard format conforms to a data format

    specification,

   said communication server and said channel driver are

    configured to recognize said standard format,

    and

   said data format specification defines a plurality of

    interactions between said communication server

    and said channel driver;

communicating said message between said communication server and said

 channel driver, wherein

 said message is configured to transport said customer relations

  management system information between said communication

  server and said channel driver, and

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said communicating is performed according to said data format specification;

~~said receiving comprises~~

receiving said message ~~from said communication server upon said message being pushed from said communication server~~ at said channel driver, wherein

said channel driver receives said message from said communication server,

said receiving is performed in a media-independent manner by virtue of said communication server and said channel driver being configured to communicate according to said data format specification, and

said communication server and said channel driver being configured to communicate according to said data format specification allows said communication server and said channel driver to be configured separately; and

~~extracting customer relations management system information and other customer relations management system information from said message, and~~

~~decoding said at least said portion of said message in said standard format recognized by said communication server and said channel driver,~~

~~said message is pushed from said communication server as a result of said communication server~~

~~receiving an incoming customer support request,~~

~~wherein~~

~~said communication server receives said incoming customer support request from said channel driver in communication with a communications channel,~~

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~~a media type of said communications channel is~~

~~one of a plurality of media types, and~~

~~said channel driver is configured to~~

~~communicate with said communications~~

~~channel using said media type,~~

~~identifying an agent to perform said incoming customer~~

~~support request, and~~

~~routing said incoming customer support request as a~~

~~work item to said agent,~~

~~said message is configured to communicate said message between said~~

~~communication server and said channel driver by virtue of~~

~~said message comprising said customer relations management~~

~~system information and said other customer relations~~

~~management system information,~~

~~said customer relations management system information~~

~~comprising at least one of agent information and work~~

~~item information,~~

~~said agent information comprising information regarding said~~

~~agent,~~

~~said work item information comprising information regarding~~

~~said work item,~~

~~said other customer relations management system information~~

~~being other than said agent information and said work~~

~~item information, and~~

~~said other customer relations management system information~~

~~comprising at least one of a command, a request and a~~

~~notification.~~

<u>causing said channel driver to route said communication from said agent to</u>

<u>said communications channel, wherein</u>

<u>said channel driver is configured to route said communication to said</u>

<u>communications channel by virtue of being configured to route</u>

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<u>said customer relations management system information to</u>

<u>said communications channel, and</u>

<u>said causing comprises communicating said customer relations</u>

<u>management system information from said channel driver, in</u>

<u>response to said receiving said message.</u>

66.   (Currently Amended) The method of claim 65, ~~wherein~~ <u>further</u>

<u>comprising:</u>

<u>inserting a notification into said message, wherein</u>

said notification comprises at least one of notification of an event and

autonomously provided information.

67.   (Previously Presented) The method of claim 66, wherein

said customer relations management system information further comprises at least

one of queuing information, statistical information, connection

information and rule information.

68.   (Cancelled)

69.   (Currently Amended) The method of claim 65, further comprising:

performing an operation in response to receiving [[said]] <u>a</u> command~~, wherein~~

~~said other customer relations management system information~~

~~comprises said command~~.

70.   (Currently Amended) The method of claim 65, further comprising:

replying with requested customer relations management system information in

response to receiving said message~~, wherein said other customer~~

~~relations management system information comprises said request~~.

71.   (Currently Amended) The method of claim 65, ~~wherein~~ <u>further</u>

<u>comprising:</u>

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~~said other customer-relations management system information comprises~~ ~~said~~ inserting a notification into said message, [[and]] wherein said notification is generated by a module ~~generating~~ forming said message.

72.   (Previously Presented) The method of claim 65, wherein

said message defines a function, and

said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

73.   (Currently Amended) A computer system comprising:

a processor;

computer readable storage medium coupled to said processor; and

computer code, encoded in said computer readable storage medium, configured to cause said processor to:

receive a communication from an agent at a communication server, wherein

said communication from said agent is received in response to a customer support request,

said communication server is configured to communicate with a channel driver,

said channel driver is in communication with a communications channel,

a media type of said communications channel is one of a plurality of media types, and

said channel driver is configured to communicate with said communications channel using said media type;

~~receive~~ form a message, in response to receiving said communication from said agent, wherein

~~at least a portion of said message is encoded in a standard~~

~~format recognized by a communication server and a~~

~~channel driver,~~

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said forming comprises

inserting customer relations management system

information into said message, wherein

said customer relations management system

information comprises at least one of

agent information and work item

information,

said agent information comprises information

regarding a skill set of an agent, and

said work item information comprises

information regarding a task to be

performed by said agent, and

configuring said message to be communicated to said

channel driver by encoding at least a portion of

said message in a standard format ~~recognized by a~~

~~communication server and a channel driver~~,

wherein

said standard format conforms to a data format

specification,

said communication server and said channel

driver are configured to recognize said

standard format, and

said data format specification defines a plurality

of interactions between said

communication server and said channel

driver;

communicate said message between said communication server and

said channel driver, wherein

said message is configured to transport said customer relations

management system information between said

communication server and said channel driver, and

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said communicating is performed according to said data

format specification;

~~computer code configured to cause said processor to~~ receive said

message ~~from said communication server upon said message~~

~~being pushed from said communication server~~ at said channel

driver, wherein

said channel driver receives said message from said

communication driver,

said receiving is performed in a media-independent manner by

virtue of said communication server and said channel

driver being configured to communicate according to

said data format specification, and

said communication server and said channel driver being

configured to communicate according to said data

format specification allows said communication server

and said channel driver to be configured separately; and

~~computer code configured to cause said processor to extract~~

~~customer relations management system information and~~

~~other customer relations management system information~~

~~from said message, and~~

~~computer code configured to cause said processor to decode said at~~

~~least said portion of said message in said standard format~~

~~recognized by said communication server and said channel~~

~~driver,~~

~~said message is pushed from said communication server as a result~~

~~of said communication server receiving an incoming~~

~~customer support request, wherein~~

~~said communication server receives said~~

~~incoming customer support request from~~

~~said channel driver in communication~~

~~with a communications channel,~~

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~~a media type of said communications channel is~~
~~one of a plurality of media types, and~~
~~said channel driver is configured to~~
~~communicate with said communications~~
~~channel using said media type,~~
~~identifying an agent to perform said incoming~~
~~customer support request, and~~
~~routing said incoming customer support request as~~
~~a work item to said agent,~~
~~said message is configured to communicate said message between~~
~~said communication server and said channel driver by~~
~~virtue of~~
~~said message comprising said customer relations~~
~~management system information and said other~~
~~customer relations management system information,~~
~~said customer relations management system information~~
~~comprising at least one of agent information and~~
~~work item information,~~
~~said agent information comprising information regarding~~
~~said agent,~~
~~said work item information comprising information~~
~~regarding said work item,~~
~~said other customer relations management system~~
~~information being other than said agent information~~
~~and said work item information, and~~
~~said other customer relations management system~~
~~information comprising at least one of a command, a~~
~~request and a notification~~

<u>cause said channel driver to route said communication from said</u>
<u>agent to said communications channel, wherein</u>

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said channel driver is configured to route said communication
to said communications channel by virtue of being
configured to route said customer relations
management system information to said
communications channel, and
said causing comprises communicating said customer relations
management system information from said channel
driver, in response to said receiving said message.

74. (Currently Amended) The computer system of claim 73, wherein **said**
computer code is further configured to cause said processor to:
insert a notification into said message, wherein
said notification comprises at least one of notification of an event and
autonomously provided information.

75. (Previously Presented) The computer system of claim 74, wherein
said customer relations management system information further comprises at least
one of queuing information, statistical information, connection
information and rule information.

76. (Cancelled)

77. (Currently Amended) The computer system of claim 73, wherein said
computer code is further configured to cause said processor to:
perform an operation in response to receiving [[said]] a command, ~~wherein said~~
~~other customer relations management system information comprises~~
~~said command.~~

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78.   (**Currently Amended**) The computer system of claim 73, wherein said computer code is further configured to cause said processor to:

reply with requested customer relations management system information in response to receiving said message, ~~wherein said other customer relations management system information comprises said request~~.

79.   (**Currently Amended**) The computer system of claim 73, wherein <u>said</u> <u>computer code is further configured to cause said processor to:</u>

~~said other customer relations management system information comprises~~ ~~said~~ <u>insert a</u> notification <u>into said message</u>, [[and]] <u>wherein</u> said notification is generated by a module ~~generating~~ <u>forming</u> said message.

80.   (Previously Presented) The computer system of claim 73, wherein said message defines a function, and

said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

81.   (**Currently Amended**) A computer program product comprising:

<u>a first set of instructions, executable on a computer system, configured to</u>

<u>receive a communication from an agent at a communication server,</u> <u>wherein</u>

<u>said communication from said agent is received in response to a</u> <u>customer support request,</u>

<u>said communication server is configured to communicate with a</u> <u>channel driver,</u>

<u>said channel driver is in communication with a communications</u> <u>channel,</u>

<u>a media type of said communications channel is one of a plurality of</u> <u>media types, and</u>

<u>said channel driver is configured to communicate with said</u> <u>communications channel using said media type;</u>

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a ~~first~~ second set of instructions, executable on a computer system, configured to

~~receive~~ form a message, **in response to receiving said communication**

from said agent, wherein

said forming comprises

inserting customer relations management system information

into said message, wherein

said customer relations management system

information comprises at least one of agent

information and work item information,

said agent information comprises information

regarding a skill set of an agent, and

said work item information comprises information

regarding a task to be performed by said agent,

and

configuring said message to be communicated to said channel

driver by encoding at least a portion of said message in a

standard format ~~recognized by a communication server~~

~~and a channel driver,~~ **wherein**

said standard format conforms to a data format

specification,

said communication server and said channel driver are

configured to recognize said standard format,

and

said data format specification defines a plurality of

interactions between said communication server

and said channel driver;

a third set of instructions, executable on a computer system, configured to

communicate said message between said communication server and

said channel driver, wherein

said message is configured to transport said customer relations
management system information between said communication
server and said channel driver, and

said communicating is performed according to said data format
specification;

~~said first~~ a fourth set of instructions ~~comprises a first subset of instructions~~,
executable on a computer system, configured to receive said message
~~from said communication server upon said message being pushed~~
~~from said communication server~~ at said channel driver, wherein

said channel driver receives said message from said communication
server,

said receiving is performed in a media-independent manner by virtue
of said communication server and said channel driver being
configured to communicate according to said data format
specification, and

said communication server and said channel driver being configured
to communicate according to said data format specification
allows said communication server and said channel driver to
be configured separately;

~~a second subset of instructions, executable on a computer~~
~~system, configured to extract customer relations~~
~~management system information and other customer~~
~~relations management system information from said~~
~~message, and~~

~~a third subset of instructions, executable on a computer~~
~~system, configured to decode said at least said portion of~~
~~said message in said standard format recognized by said~~
~~communication server and said channel driver,~~

~~said message is pushed from said communication server as a result of~~
~~said communication server receiving an incoming customer~~
~~support request, wherein~~

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~~said communication server receives said~~

~~incoming customer support request from~~

~~said channel driver in communication~~

~~with a communications channel,~~

~~a media type of said communications channel is~~

~~one of a plurality of media types, and~~

~~said channel driver is configured to~~

~~communicate with said communications~~

~~channel using said media type,~~

~~identifying an agent to perform said incoming customer~~

~~support request, and~~

~~routing said incoming customer support request as a~~

~~work item to said agent,~~

~~said message is configured to communicate said message between said~~

~~communication server and said channel driver by virtue of~~

~~said message comprising said customer relations management~~

~~system information and said other customer relations~~

~~management system information,~~

~~said customer relations management system information~~

~~comprises at least one of agent information and work~~

~~item information,~~

~~said agent information comprises information regarding said~~

~~agent,~~

~~said work item information comprises information regarding~~

~~said work item,~~

~~said other customer relations management system information~~

~~is other than said agent information and said work item~~

~~information, and~~

~~said other customer relations management system information~~

~~comprises at least one of a command, a request and a~~

~~notification; and~~

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a fifth set of instructions, executable on a computer system, configured to

cause said channel driver to route said communication from said

agent to said communications channel, wherein

said channel driver is configured to route said communication to said

communications channel by virtue of being configured to route

said customer relations management system information to

said communications channel, and

said causing comprises communicating said customer relations

management system information from said channel driver, in

response to said receiving said message; and

computer readable storage media, wherein said computer program product is

encoded in said computer readable storage media.

82.   (Currently Amended) The computer program product of claim 81,

wherein **said computer program product further comprises:**

a sixth set of instructions, executable on a computer system, configured to

insert a notification into said message, wherein

said notification comprises at least one of notification of an event and

autonomously provided information.

83.   (Previously Presented) The computer program product of claim 81,

wherein

said customer relations management system information further comprises at least

one of queuing information, statistical information, connection

information and rule information.

84.   (Cancelled)

85.   (Currently Amended) The computer program product of claim 81,

wherein said computer program product further comprises:

a ~~second~~-sixth set of instructions, executable on [[said]] a computer system,

configured to perform an operation in response to receiving [[said]] a

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command, ~~wherein said other customer relations management system information comprises said command~~.

86.   (Currently Amended) The computer program product of claim 81, wherein said computer program product further comprises:

a ~~second~~ sixth set of instructions, executable on [[said]] a computer system, configured to reply with requested customer relations management system information in response to receiving said message, ~~wherein said other customer relations management system information comprises said request~~.

87.   (Currently Amended) The computer program product of claim 81, wherein **said computer program product further comprises:**

~~said other customer relations management system information comprises said~~ a **sixth set of instructions, executable on a computer system, configured to insert a** notification **into said message**, [[and]] **wherein** said notification is generated by a module ~~generating~~ **forming** said message.

88.   (Previously Presented) The computer program product of claim 81, wherein

said message defines a function, and

said function is one of an agent-related function, a work item-related function, a statistics-related function and an administrative function.

89.   (Currently Amended) An apparatus comprising:

a processor; and

means for receiving a communication from an agent at a communication server, wherein

said communication from said agent is received in response to a customer support request,

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said communication server is configured to communicate with a

channel driver,

said channel driver is in communication with a communications

channel,

a media type of said communications channel is one of a plurality of

media types, and

said channel driver is configured to communicate with said

communications channel using said media type;

means for forming a message, in response to receiving said communication

from said agent a message, wherein

said means for receiving forming is communicatively coupled to said

processor,

said means for forming comprises

means for inserting customer relations management system

information into said message, wherein

said customer relations management system

information comprises at least one of agent

information and work item information,

said agent information comprises information

regarding a skill set of an agent, and

said work item information comprises information

regarding a task to be performed by said agent,

and

means for configuring said message to be communicated to

said channel driver by encoding at least a portion of said

message in a standard format recognized by a

communication server and a channel driver, wherein

said standard format conforms to a data format

specification,

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said communication server and said channel driver are

configured to recognize said standard format,
and

said data format specification defines a plurality of

interactions between said communication server
and said channel driver;

means for communicating said message between said communication server

and said channel driver, wherein

said message is configured to transport said customer relations

management system information between said communication
server and said channel driver, and

said communicating is performed according to said data format

specification;

~~said means for receiving comprises~~

means for receiving said message ~~from said communication server upon said~~

~~message being pushed from said communication server~~ at said
channel driver, wherein

said channel driver receives said message from said communication

server,

said receiving is performed in a media-independent manner by virtue

of said communication server and said channel driver being

configured to communicate according to said data format

specification, and

said communication server and said channel driver being configured

to communicate according to said data format specification

allows said communication server and said channel driver to

be configured separately,

~~means for extracting customer relations management system~~

~~information and other customer relations management~~

~~system information from said message, and~~

~~means for decoding said at least said portion of said message in~~
~~said standard format recognized by said communication~~
~~server and said channel driver,~~
~~said message is pushed from said communication server as a result of~~
~~said communication server receiving an incoming customer~~
~~support request, wherein~~
~~said communication server receives said~~
~~incoming customer support request from~~
~~said channel driver in communication~~
~~with a communications channel,~~
~~a media type of said communications channel is~~
~~one of a plurality of media types, and~~
~~said channel driver is configured to~~
~~communicate with said communications~~
~~channel using said media type,~~
~~identifying an agent to perform said incoming customer~~
~~support request, and~~
~~routing said incoming customer support request as a~~
~~work item to said agent,~~
~~said message is configured to communicate said message between said~~
~~communication server and said channel driver by virtue of~~
~~said message comprising said customer relations management~~
~~system information and said other customer relations~~
~~management system information,~~
~~said customer relations management system information~~
~~comprising at least one of agent information and work~~
~~item information,~~
~~said agent information comprising information regarding an~~
~~agent,~~
~~said work item information comprising information regarding~~
~~a work item,~~

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~~said other customer relations management system information being other than said agent information and said work item information, and said other customer relations management system information comprising at least one of a command, a request and a notification~~

means for causing said channel driver to route said communication from said agent to said communications channel, wherein

said channel driver is configured to route said communication to said communications channel by virtue of being configured to route said customer relations management system information to said communications channel, and

said causing comprises communicating said customer relations management system information from said channel driver, in response to said receiving said message.

90.   (Currently Amended) The apparatus of claim 89, ~~wherein~~ further comprising:

means for inserting a notification into said message, wherein

said notification comprises at least one of notification of an event and autonomously provided information.

91.   (Previously Presented) The apparatus of claim 90, wherein

said customer relations management system information further comprises at least one of queuing information, statistical information, connection information and rule information.

92.   (Cancelled)

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93.   (**Currently Amended**) The apparatus of claim 89, further comprising:

means for performing an operation in response to receiving [[said]] a command~~,~~

~~wherein said other customer relations management system~~

~~information comprises said command~~.

94.   (**Currently Amended**) The apparatus of claim 89, further comprising:

means for replying with requested customer relations management system

information in response to receiving said message~~, wherein said other~~

~~customer relations management system information comprises said~~

~~request~~.

95.   (**Currently Amended**) The apparatus of claim 89, ~~wherein~~ further

comprising:

~~said other customer relations management system information comprises~~

~~said~~ means for inserting a notification into said message, [[and]]

wherein said notification is generated by a module ~~generating~~ forming

said message.

96.   (Previously Presented) The apparatus of claim 89, wherein

said message defines a function, and

said function is one of an agent-related function, a work item-related function, a

statistics-related function and an administrative function.

97-98. (Cancelled)

99. (Cancelled)

100.   (**Currently Amended**) The method of claim 23, wherein forming said

message further comprises:

packaging and un-packaging said customer relations management system

information ~~and said other customer relations management system~~

~~information~~ using a data transfer protocol.

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101.   (**Currently Amended**) The computer system of claim 37, wherein said computer code is further configured to cause said processor to:

package and un-package said customer relations management system information ~~and said other customer relations management system information~~ using a data transfer protocol.

102.   (**Currently Amended**) The computer program product of claim 46, wherein said ~~first set of instructions~~ **said computer program product** further comprises:

a ~~fifth subset~~ **sixth set** of instructions, executable on [[said]] **a** computer system, configured to package and un-package said customer relations management system information ~~and said other customer relations management system information~~using a data transfer protocol.

103.   (**Currently Amended**) The apparatus of claim 55, ~~wherein said means for forming~~ further comprises:

means for packaging and un-packaging said customer relations management system information ~~and said other customer relations management system information~~using a data transfer protocol.

104.   (Previously Presented) The method of claim 23, wherein

an interface between said communication server and a plurality of channel drivers is configured to provide communications between said communication server and said channel drivers,

said channel drivers comprise said channel driver,

each of said channel drivers is configured to be coupled to at least one of a plurality of communications channels,

said communications channels comprise said communications channel, and

a media type of each communications channel is one of said media types.

105. (Previously Presented) The computer system of claim 37, wherein

an interface between said communication server and a plurality of channel drivers

is configured to provide communications between said communication

server and said channel drivers,

said channel drivers comprise said channel driver,

each of said channel drivers is configured to be coupled to at least one of a

plurality of communications channels,

said communications channels comprise said communications channel, and

a media type of each communications channel is one of said media types.

106. (Previously Presented) The computer program product of claim 46,

wherein

an interface between said communication server and a plurality of channel drivers

is configured to provide communications between said communication

server and said channel drivers,

said channel drivers comprise said channel driver,

each of said channel drivers is configured to be coupled to at least one of a

plurality of communications channels,

said communications channels comprise said communications channel, and

a media type of each communications channel is one of said media types.

107. (Previously Presented) The apparatus of claim 55, wherein

an interface between said communication server and a plurality of channel drivers

is configured to provide communications between said communication

server and said channel drivers,

said channel drivers comprise said channel driver,

each of said channel drivers is configured to be coupled to at least one of a

plurality of communications channels,

said communications channels comprise said communications channel, and

a media type of each communications channel is one of said media types.